



Remedy IT Service Management



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Accessing Remedy



Accessing Remedy

- Customer Profiles
 - Each customer must have a Remedy Profile to access the Service Request Management console.
 - Profiles can be created two ways:
 - Self Registration
 - Creation by CNIC Support Center Representative
 - » Contact the CNIC Support Center for this option (1-888-264-4255)



Accessing Remedy

- Self Registration -

https://itsmweb.ndcsd.nmci.navy.mil/CNIC_Guest.htm

- A customer may create their own profile before submitting a request
 - All **bold** fields are required
 - When finished Click “Submit”

A screenshot of the "User Registration" form from the BMC Software Remedy system. The form is titled "User Registration - Please complete the information below". It is divided into two main sections: "General Information" and "Contact Information". The "General Information" section includes fields for Title, First Name *, Middle Name, Last Name *, Organization, Department, and NMCI User ID. The "Contact Information" section includes fields for Business Phone *, Email Address *, Mobile Phone Number, Fax Number, Region, and Site Group. A red arrow points from the "Submit" button at the bottom right of the form to the "Submit" button in the list of buttons at the bottom right of the slide. A note at the bottom of the form states: "Note that the fields marked with an asterisk are required." The form is set against a blue header with the BMC Software logo.



Accessing Remedy

- Registering Other Users

- You may also use Self Registration to register a user other than yourself
- This will enable you to submit a request on their behalf

A screenshot of the "User Registration" form from BMC Software. The form is titled "User Registration - Please complete the information below". It is divided into two columns: "General Information" and "Contact Information". The "General Information" column contains fields for Title, First Name *, Middle Name, Last Name *, Organization, Department, and NMCI User ID. The "Contact Information" column contains fields for Business Phone *, Email Address *, Mobile Phone Number, Fax Number, Region, and Site Group. Fields marked with an asterisk are required. At the bottom right, there are "Submit" and "Cancel" buttons. A note at the bottom left states: "Note that the fields marked with an asterisk are required."



Accessing Remedy

- A pop-up window similar to this may appear





Accessing Remedy

- Logging In - <https://itsmweb.ndcsd.navy.mil>
 - Click “Accept and Continue”



By clicking the below and continuing to this website, you accept
the below Conditions and Restrictions put
on this U.S. Government Information System

Accept and Continue



Accessing Remedy

- Username and Password
 - Enter Appropriate User Name and Password
 - Will be provided in email for users who have just registered
 - Allow at least 5 minutes for email to arrive
 - Click “Log In”

BMC Remedy Action Request System

The login screen for the BMC Remedy Action Request System. It features a blue background with a white play button icon on the left. The text "Please log in." is displayed above the login fields. There are two input fields: "User Name" and "Password". Below the "Password" field are two buttons: "Log In" and "Clear".

Please log in.

User Name

Password



Accessing Remedy

- At first login this pop-up will appear
- The password must be changed

The screenshot shows a web interface for BMC Software. At the top left is the "bmcsoftware" logo, and at the top right is a "Logout" link. The main heading is "Change Password". Below this are four input fields: "User Name" (containing "david.wilson@cnihelp.com"), "Current Password" (masked with asterisks), "New Password" (masked with asterisks), and "Confirm New Password" (empty). A "Save" button is located below the input fields. A "Note" box at the bottom right contains the following text: "A password cannot be empty or the same as your user name. It should be between the system configured minimum and 30 bytes in length. It should be different from your current password. It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %)."

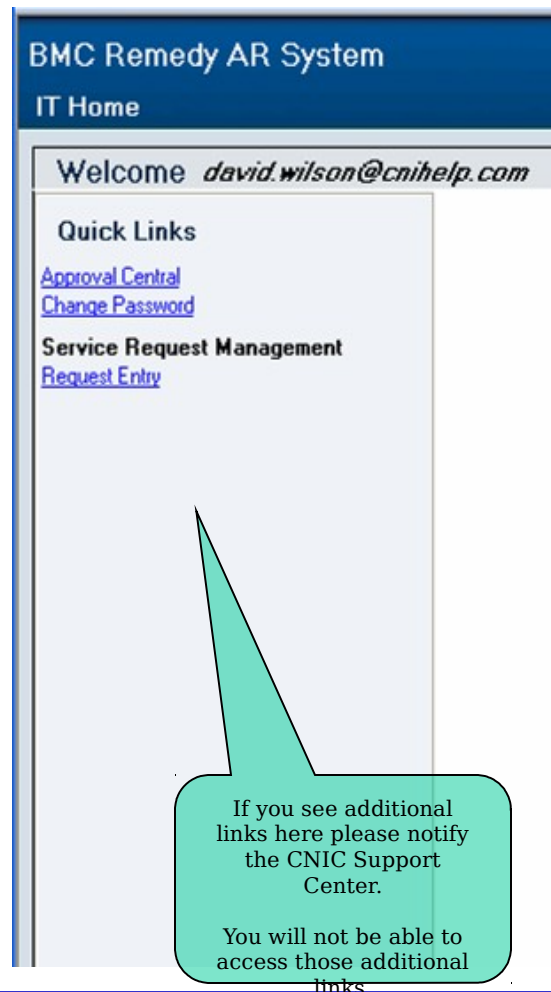


IT Home



IT Home

- Quick Links
 - Approval Console
 - Allows you to view requests that are pending your approval
 - Change Password
 - Allows you to change your own Remedy password
 - Service Request Management
 - Allows you to submit request to the CNIC Support Center





Approval Central



Approval Central

- Searching Approval Requests

- Use the Search Criteria fields to search for your requests
 - Use multiple fields to narrow your search

Search for request pending YOUR approval by selecting "Myself" in the "Acting As" field

All request pending your approval will appear here

Additional details are related to the request selected above

AR SYSTEM - Approval Server Welcome david.b.wilson1 [Logout](#)

Approval Console

Search Criteria

Application		Acting As	Myself
Requester		User	david.b.wilson1
Approval Status	Pending	Process	

Approval Requests

Showing 1 - 1 of 1 Page 1 Preferences

Requester	Application	Approval Status	Description
David B Wilson	CHG:Infrastructure Change	Pending	CRQ000000006657 : Activate NMCI Wall Drop

Additional Details

Status	Pending	Request Date	8/5/2009 3:31:32 PM
Priority	Normal	Description	CRQ000000006657 : Activate NMCI Wall Drop
Approver Signature			
Alternate Signature			



Approval Central

- Approving Approval Requests - Select the request you would like to approve and click "Approve"

AR SYSTEM - Approval Server Welcome david.b.wilson1 [Logout](#)

Approval Console

Search Criteria

Application: Acting As:
Requester: User:
Approval Status: Process:

Approval Requests

Showing 1 - 1 of 1 Page 1

Requester	Application	Approval Status	Description
David B Wilson	CHG:Infrastructure Change	Pending	CRQ000000006657 : Activate NMCI Wall Drop

Additional Details

Status: Request Date:
Priority: Description:
Approver Signature:
Alternate Signature:



Approval Central

- Viewing Approval Requests - Select the request you would like to view and click "View"

AR SYSTEM - Approval Server Welcome david.b.wilson1 [Logout](#)

[More Information](#)
[Alternate Approver](#)

Approval Console

Search Criteria

Application		Acting As	Myself
Requester		User	david.b.wilson1
Approval Status	Pending	Process	

Approval Requests

Showing 1 - 1 of 1 Page 1

Requester	Application	Approval Status	Description
David B Wilson	CHG:Infrastructure Change	Pending	CRQ000000006657 : Activate NMCI Wall Drop

Additional Details

Status	Pending	Request Date	8/5/2009 3:31:32 PM
Priority	Normal	Description	CRQ000000006657 : Activate NMCI Wall Drop
Approver Signature			
Alternate Signature			



Approval Central

- Signature Tab
 - Allows you to view your Approval Signature information
 - You may Approve, Reject or do many other things to this request from

- Make changes then click "Save"

You may comment on an approval

You may reassign to another approver

The screenshot shows the "BMC REMEDY IT SERVICE MANAGEMENT - Change Management" interface. The main form is titled "Change Signature" and has a "Signature ID" field with the value "000000000001753". The "Signature" tab is selected, and the "Infrastructure Change" sub-tab is active. The "Approval Status" dropdown is set to "Pending". The "Approval Priority" is "Normal". The "Comments" field is empty. The "Next Approvers" section shows "0 entries returned - 0 entries matched" and a search bar. The "Individual/Group" dropdown is set to "Individual". The "Full Name+" field is empty. The "If Multiple Approvers" dropdown is set to "No". The "Reassign To" field is empty. The "Approver" field shows "david.b.wilson1". The "Application" field is "CHG:Infrastructure Change". The "Process" field is "Change Level IA - Implementation". The "Approval Audit Trail" section is empty. A dropdown menu is open, showing options: Pending, Approved, Rejected, Hold, More Information, Cancelled, Error, Closed, and (clear). The "Approved" option is highlighted. A red arrow points from the "Signature ID" field to the "Approved" option in the dropdown menu.



Approval Central

- Infrastructure Change Tab
 - Allows you to view more details about the Change Request

MC REMEDY IT SERVICE MANAGEMENT - Change Management

Change Signature

Signature ID: 000000000001753

Signature Infrastructure Change

General Details Assignment / Dates

General

Infrastructure Change ID* CRQ000000006657 Summary Activate NMCI Wall Drop

Approval Phase Implementation Approval Company CNIC - Commander Navy Installation

Classification

Detailed Description Wall Plug: B4800-200-D1
Additional Notes: This is a Test MAC. Please

Status* Planning In Progress Change Timing Normal

Risk Level* Risk Level 1 Timing Reason

Lead Time 0 Change Type Change

View Change

Save Close

View Change
provides even
more Change
Request
Information

MC REMEDY IT SERVICE MANAGEMENT - Change Management

Change Signature

Signature ID: 000000000001753

Signature Infrastructure Change

General Details Assignment / Dates

Assignment

Change Manager Group SC - Training Change Manager David B Wilson

Assignee Group SC-Awaiting Concierge Assignee James V Chrispin

Implementer Group SC-Awaiting Concierge Implementer James V Chrispin

Dates

Earliest Start Date 8/5/2009 2:16:39 PM RFC Date 8/5/2009 2:16:39 PM

Requested Start Date 8/5/2009 2:16:39 PM Requested End Date 8/6/2009 1:29:13 PM

Scheduled Start Date Scheduled End Date

View Change

Save Close



Approval Central

- View Change
 - Tabs on this screen will provide more specific information about the request, including which CNIC Support Center representative is processing the request.

The screenshot shows the BMC Software Approval Central interface. At the top, there is a blue header bar with the BMC Software logo and a "Help" button. Below the header, the "Change Request Information" section displays the "Change ID*" as CRQ00000007052. This section includes fields for "Change Type*" (Change), "Status*" (Request For Authori...), "Impact*" (3-Moderate/Limited), "Summary*" (Activate NMCI Wall Drop), "Status Reason", "Urgency*" (3-Medium), "Notes" (Wall Plug*), "Risk Level*" (Risk Level 3), and "Priority" (Medium). Below this, a series of tabs are visible: Requester, Classification, Work Info, Tasks, Assignment, Relationships, Dates, Approvers, and Financials. The "Requester" tab is currently selected, showing fields for "Requested By", "Support Company*" (CNIC - Commander Navy Installations Com...), "First Name*" (john), "Last Name*" (doe45), "Phone Number" (123-123-1234), "Organization", "Department", "Support Organization", and "Support Group Name". To the right of these fields, there are sections for "Requested For" (First Name, Last Name), "Location Information" (Company*, Region, Site Group, Site, Address), and "Profile" and "Details" buttons. Three callout boxes with green borders and arrows point to specific parts of the interface: one points to the "Notes" field, another points to the "Requester" tab, and a third points to the "Assignment" tab. A fourth callout box points to the "Approvers" tab.

Relevant notes may be found on the Work Info tab

Requester and User information can be found on the Requester tab

Approval information can be found on the Approvers tab

CNIC SC Representative can be found on the Assignment tab



Approval Central

- Rejecting an Approval Request - Select the request you would like to reject and click "Reject"

AR SYSTEM - Approval Server Welcome david.b.wilson1 [Logout](#)

[More Information](#)
[Alternate Approver](#)

Approval Console

Search Criteria

Application: Acting As:
Requester: User:
Approval Status: Process:

Approval Requests

Showing 1 - 1 of 1 Page 1 Preferences

Requester	Application	Approval Status	Description
David B Wilson	CHG:Infrastructure Change	Pending	CRQ000000006657 : Activate NMCI Wall Drop

Additional Details

Status: Request Date:
Priority: Description:
Approver Signature:
Alternate Signature:



Approval Central

- Alternate Approver
 - Add Alternate Approver
 - Select who you would like to be the Alternate Approver
 - Select Date Range
 - Select Group(s) they will approve for
 - Select processes they are Covering, if covering specific requests
 - Click “Save”

The screenshot shows a web application window titled "AR SYSTEM - Approval Server". Inside, there is a tabbed interface with "Alternate Approver" selected. The "Alternate Information" tab is active, showing fields for "Alternate*" (Erwin Sanchez), "For*" (david.b.wilson1), "Start Date*" (8/10/2009 12:00:00 AM), "End Date*" (8/21/2009 12:00:00 AM), and "Assignee Group" (Public). The "Administrative Information" tab is also visible, showing "Notify Alternate*" (Yes), "Covering*" (All), "Process", "Process Instance Id", and "Status" (Future). At the bottom, there are "Save" and "Close" buttons.

Alternate Information		Administrative Information	
Alternate*	Erwin Sanchez	Notify Alternate*	Yes
For*	david.b.wilson1	Covering*	All
Start Date*	8/10/2009 12:00:00 AM	Process	
End Date*	8/21/2009 12:00:00 AM	Process Instance Id	
Assignee Group	Public	Status	Future



Change Password



Change Password

- Change Password
 - You may change your own password by using the Change Password link on the IT Home page
 - Complete all fields and click Save

The screenshot shows a web interface for BMC Software. At the top, there is a blue header bar with the "bmcsoftware" logo on the left and a "Logout" link on the right. Below the header, the main content area is titled "Change Password". It contains four input fields: "User Name" (pre-filled with "david.wilson@cnihelp.com"), "Current Password", "New Password", and "Confirm New Password". Below these fields is a "Save" button. At the bottom of the form, there is a "Note" section with the following text: "Note: A password cannot be empty or the same as your user name. It should be between the system configured minimum and 30 bytes in length. It should be different from your current password. It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %)."



Service Request Management



Service Request Management

- Introduction to Service Request Management
 - Requests can be submitted via the Service Request Management console by either an end user or a CNIC Support Center Representative



Service Request Management

- SRM Console
 - Will be utilized by End Users as well as CNICSC Representative

A screenshot of the BMC Service Request Management web application. The interface has a blue header bar with the title "BMC Service Request Management" and user information "john doe45". On the left is a sidebar with sections: "Submitted Requests" (listing Needs Attention: 0, Drafts: 0, Since Last Visit: 0, Open Requests: 0), "Quick Picks" (listing Knowledge Management), and "Action Menu" (listing Service Categories, User Preferences, Answer Surveys, Suggestion, Request On Behalf Of...). The main content area is titled "Service Categories" and lists four categories: "Advanced IT Services", "Communications Services", "Emergency Operations & Safety Services", and "Navy Marine Corps Intranet (NMCI) Support Services". Each category includes a brief description and links for "List Related Services" and "Browse Sub-Categories".



Service Request Management

- Service Categories – Contains links for customers that will direct users to Request Entry forms

While in SRM use this navigation tool to move back and forward to the home page

The screenshot shows the BMC Service Request Management (SRM) web application. The top navigation bar includes the title "BMC Service Request Management", a user profile "john doe45", and links for "Cart", "Refresh", "Logout", and "Help". Below the navigation bar is a search bar with the text "Search All for" and a dropdown menu. The main content area is titled "Service Categories" and is divided into four sections: "Advanced IT Services", "Communications Services", "Emergency Operations & Safety Services", and "IT Services for Users". Each section contains a brief description of the services and links to "List Related Services" and "Browse Sub-Categories". On the left side of the interface, there is a sidebar with several sections: "Submitted Requests" (with links for "Needs Attention", "Drafts", "Since Last Visit", and "Open Requests"), "Quick Picks" (with a link for "Knowledge Management"), and "Action Menu" (with links for "Service Categories", "User Preferences", "Answer Surveys", "Suggestion", and "Request On Behalf Of..."). A red box highlights the "Service Categories" section and the "Action Menu" section.



Service Request Management

- Submitted Requests - allows users to view alerts, drafts, updates and open requests

Important Note:

Requests in Draft have not been submitted and will not be processed by the CNIC Support Center until submitted.



Service Request Management

- Quick Picks – provides helpful links for users

The screenshot shows the BMC Service Request Management web application. The top navigation bar includes the title "BMC Service Request Management", a user profile "john doe45", and links for "Cart", "Refresh", "Logout", and "Help". A search bar is located below the navigation bar. The left sidebar contains a "Submitted Requests" section with links for "Needs Attention", "Drafts", "Since Last Visit", and "Open Requests", each with a count of 0. Below this is a "Quick Picks" section, which is highlighted with a red box and contains a link for "Knowledge Management". At the bottom of the sidebar is an "Action Menu" with links for "Service Categories", "User Preferences", "Answer Surveys", "Suggestion", and "Request On Behalf Of...". The main content area is titled "Service Categories" and displays four service categories, each with a lightbulb icon, a description, and links for "List Related Services" and "Browse Sub-Categories":

- Advanced IT Services**: Requests pertaining to: NMCI file share management, CNIC Website (Oracle 10g), and CNIC Gateway (Sharepoint).
- Emergency Operations & Safety Services**: Requests related to ATPF and emergency support including: C4I, Emergency Operations Center (EOC), Installation Support Center (ISC), Access Control, Defense Biometric Identification System (DBIDS), Regional Dispatch Center (RDC), Regional Operations Center (ROC), Mass Notification System, National Emergency Response Management System (NERMS), Security & Surveillance, and the Public Safety Network (PSNet).
- IT Services for Users**: Common user requests for IT services, including hardware, software, network systems access and password resets.
- Navy Marine Corps Intranet (NMCI) Support Services**: All requests involving NMCI accounts, administration of distribution and security groups, Blackberry devices, and all other Move, Add, Change (MAC) requests related to NMCI equipment (desktops, printers, etc.) and the NMCI network.
- Software Services**: Common user requests in support of: Total Workforce Management Services (TWMS), Contractor Verification System (CVS), Decision Lens, Defense Travel System (DTS), Weapons Issuance, CAC Pin Rest (CPR), Food Service Suite, and all software installs, transfers, and removal for NMCI machines.



Service Request Management

- Action Menu – provides more helpful links

The Shopping Cart tool is not turned on



Service Request Management

- Creating Requests - Utilize the links provided on the SRM homepage to locate the type of request you would like to submit

The screenshot shows the BMC Service Request Management interface. At the top, there's a header with the user name 'john doe45', a shopping cart icon, and links for 'Refresh', 'Logout', and 'Help'. Below the header is a search bar with a dropdown menu set to 'All' and a search button. The main content area is titled 'Service Categories' and lists several categories with lightbulb icons: 'Advanced IT Services', 'Communications Services', 'Emergency Operations & Safety Services', 'IT Services for Users', 'Navy Marine Corps Intranet (NMCI) Support Services', and 'Software Services'. Each category has a brief description and links to 'List Related Services' and 'Browse Sub-Categories'. On the left side, there's a sidebar with sections: 'Submitted Requests' (with links for 'Needs Attention', 'Drafts', 'Since Last Visit', and 'Open Requests'), 'Quick Picks' (with a link for 'Knowledge Management'), and 'Action Menu' (with links for 'Service Categories', 'User Preferences', 'Answer Surveys', 'Suggestion', and 'Request On Behalf Of...').

Narrow your search by using the search tool
Click Here to View Example

Narrow your search by clicking Browse Sub-Categories
Click Here to View Example



Service Request Management

- When you search or select a link on the home page you will see a list of requests that you can submit

Clicking the title will provide a brief description of the request

Clicking "Add to Favorites" will create a link in your Quick Picks on the left

The screenshot shows the "BMC Service Request Management" web application. At the top, there's a header with the user name "john doe45" and a "Cart" icon. Below the header is a search bar with the text "Navy Marine Corps Intranet" and a "for" dropdown. The main content area is titled "Services" and displays a list of requests. Each request has a title, a brief description, and three action buttons: "Add to Favorites", "Add to Cart", and "Request Now". The left sidebar contains a "Submitted Requests" section with links for "Needs Attention", "Drafts", "Since Last Visit", and "Open Requests". Below that is a "Quick Picks" section with a link for "Knowledge Management". At the bottom of the sidebar is an "Action Menu" with links for "Service Categories", "User Preferences", "Answer Surveys", "Suggestion", and "Request On Behalf Of...". The right sidebar shows a "View Broadcast" button and a "1 - 50 of 96" pagination control.



Service Request Management

- Click "Request Now" to begin your request

A screenshot of the BMC Service Request Management web application. The interface has a blue header with the title "BMC Service Request Management" and user information "john doe45". Below the header is a search bar and a "View Broadcast" link. The main content area is titled "Services" and displays a list of service requests. A red arrow points from the bullet point in the slide to the "Request Now" button for the "Add Gov Admin to a NMCI Distribution List" service. The left sidebar contains sections for "Submitted Requests" (Needs Attention, Drafts, Since Last Visit, Open Requests), "Quick Picks" (Knowledge Management), and an "Action Menu" (Service Categories, User Preferences, Answer Surveys, Suggestion, Request On Behalf Of...).

BMC Service Request Management john doe45 [Cart](#) [Refresh](#) [Logout](#) [Help](#)

Search Navy Marine Corps Intranet for

[View Broadcast](#)

Submitted Requests

- [Needs Attention](#) 0
- [Drafts](#) 0
- [Since Last Visit](#) 0
- [Open Requests](#) 0

Quick Picks

- [Knowledge Management](#)

Action Menu

- [Service Categories](#)
- [User Preferences](#)
- [Answer Surveys](#)
- [Suggestion](#)
- [Request On Behalf Of...](#)

Services 1 - 50 of 96 [Previous](#) [Next](#)

[Activate NMCI Wall Drop](#)
A NMCI Wall Drop in an office needs to be activated for use.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)

[Add Gov Admin to a NMCI Distribution List](#)
An NMCI Distribution List is needed.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)

[Add Gov Admin to a NMCI Functional Mailbox](#)
An NMCI Functional Mailbox is needed.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)

[Add Gov Admin to a NMCI Network Share Folder](#)
An NMCI Public Folder on the Network Share Drive is needed.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)

[Add Gov Admin to a NMCI Outlook Public Calendar](#)
An NMCI Public Calendar in Outlook is needed.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)

[Add Gov Admin to a NMCI Outlook Public Folder](#)
An NMCI Public Folder in Outlook is needed.
[Add to Favorites](#)
[Add to Cart](#)
[Request Now](#)



Service Request Management

- Request Entry Form
 - The form will contain fields related to the type request being submitted - All bold fields are required

The screenshot shows the BMC Service Request Management web application. The top navigation bar is blue with the title "BMC Service Request Management" and user information "john doe45". There are links for "Cart", "Refresh", "Logout", and "Help". Below the navigation bar is a search bar with the text "Search Navy Marine Corps Intranet (f) for" and a search button. The main content area is divided into several sections. On the left, there is a sidebar with "Submitted Requests" (Needs Attention: 0, Drafts: 0, Since Last Visit: 0, Open Requests: 0) and "Quick Picks" (Knowledge Management). The main content area has a "Provide Information" section with "Requester" details (Name: john doe45, Phone: David Wilson, Email: slp.com) and "Instructions" (NMCI Asset ID# is found on sticker on outside of computer. It usually starts with 3000 and is 10 digits long. NMCI Computer Name is found on the label for the My Computer Icon on your desktop. It is alphanumeric and usually has 6 letters at first and 6 numbers following.). Below this is the "Request Details" section with a "Request Name" field containing "Activate NMCI Wall Drop". The "Questions" section has fields for "NMCI Asset ID*" (1234567890), "NMCI Computer Name*" (WDJKSP012345), "Wall Plug*" (B4800-200-D1), and "Additional Notes?" (Please activate this user's wall drop). At the bottom, there are buttons for "Add Attachment", "Summary", "Add To Cart", "Save As Draft", and "Submit".



Service Request Management

- Request Entry Form

- The form will contain fields related to the type request being submitted - All bold fields are required

Requester information can be found here

Necessary information will be gathered here

You may attach files to this request if necessary

Summary provides a brief overview of your request

You may save your request and submit at a later time



Service Request Management

- When finished click “Submit”

BMC Service Request Management john doe45 [Cart](#) [Refresh](#) [Logout](#) [Help](#)

Search for

[View Broadcast](#)

Submitted Requests

- [Needs Attention](#) 0
- [Drafts](#) 0
- [Since Last Visit](#) 0
- [Open Requests](#) 0

Quick Picks

- [Knowledge Management](#)

Action Menu

- [Service Categories](#)
- [User Preferences](#)
- [Answer Surveys](#)
- [Suggestion](#)
- [Request On Behalf Of...](#)

Provide Information david.wilson@cnihelp.com

Requester [Edit](#)

Name: john doe45
Phone: 123-123-1234
Email: david.wilson@cnihelp.com

Instructions

NMCI Asset ID# is found on sticker on outside of computer. It usually starts with 3000 and is 10 digits long. NMCI Computer Name is found on the label for the My Computer Icon on your desktop. It is alphanumeric and usually has 6 letters at first and 6 numbers following.

Requ David Wilson

Request Name:

Questions

NMCI Asset ID*	1234567890
NMCI Computer Name*	WDJKSP012345
Wall Plug*	B4800-200-D1
Additional Notes?	Please activate this user's wall drop

[Add Attachment](#) [Summary](#) [Add To Cart](#) [Save As Draft](#) [Submit](#)



Service Request Management

- Viewing Submitted Requests
 - Submitted Requests – allows you to view requests you have submitted

The screenshot displays the BMC Service Request Management web application. The top navigation bar includes the user name 'john doe45', a 'Cart' icon, and links for 'Refresh', 'Logout', and 'Help'. A search bar is set to 'Navy Marine Corps Intranet' with the email 'david.wilson@cnihelp.com' and a 'View Broadcast' link.

The main content area is titled 'Submitted Requests'. It features a sidebar with links: 'Needs Attention' (0), 'Drafts' (0), 'Since Last Visit' (0), 'Open Requests' (0), 'Quick Picks' (Knowledge Management), and an 'Action Menu' with links for 'Service Categories', 'User Preferences', 'Answer Surveys', 'Suggestion', and 'Request On Behalf Of...'. The main table shows 1 entry returned for 'Submitted Requests'.

Request ID	Request Name	Status	Status Reason	Submit Date
REQ000000031365	Activate NMCI Wall Drop	Planning		8/5/2009 2:16:32 PM

The 'Request Summary' section shows the 'Request Status' as 'Planning' with icons for draft, search, add, and complete. The 'Request Description' states: 'A NMCI Wall Drop in an office needs to be activated for use.' An 'Activity Log' section is also present with an 'Add' button and a link to 'Activity Log Details'. At the bottom, there are buttons for 'Request Details', 'Complete Request', 'Cancel', and 'Reopen'.



Service Request Management

The screenshot shows the BMC Service Request Management web application. The interface includes a top navigation bar with the user name 'john doe45' and links for 'Home', 'Status', 'Refresh', 'Logout', and 'Help'. A search bar is located below the navigation bar. On the left side, there is a sidebar with sections for 'Submitted Requests' (listing Needs Attention, Drafts, Since Last Visit, and Open Requests, all with a count of 0), 'Quick Picks' (linking to Knowledge Management), and an 'Action Menu' (listing Service Categories, User Preferences, Answer Surveys, Suggestion, and Request On Behalf Of...). The main content area displays a table of 'Submitted Requests' with columns for Request ID, Request Name, Status, Status Reason, and Submit Date. A single entry is shown: Request ID REQ000000031365, Request Name Activate NMCI Wall Drop, Status Planning, Status Reason, and Submit Date 8/5/2009 2:16:32 PM. Below the table is a 'Request Summary' section showing the 'Request Status' as 'Planning' with a visual indicator. The 'Request Description' states: 'A NMCI Wall Drop in an office needs to be activated for use.' At the bottom of the summary, there are buttons for 'Request Details', 'Complete Request', 'Cancel', and 'Reopen'. An 'Activity Log' section is also present, with an 'Add' button and a link to 'Activity Log Details'. Callouts provide additional information: 'Allows you to filter requests by' points to the 'Show' dropdown; 'Displays a log of activity for this request' points to the 'Activity Log' section; 'You may add log information. CNIC Support Center reps will be able to see these updates.' points to the 'Add' button; 'You may cancel a request here' points to the 'Cancel' button; and 'You may view more request details here' points to the 'Request Details' button.

Allows you to filter requests by

Displays a log of activity for this request

You may add log information. CNIC Support Center reps will be able to see these updates.

You may cancel a request here

You may view more request details here



Service Request Management

Important Note:

Needs Attention may mean that some action is needed from you or the end user.

View the **Activity Log** for that request to determine what action is needed.

Important Note:

After submitting a request it will remain in the **Planning** status until moved to Completed status by the CNIC Support Center.

The CNIC Support Center does not move requests into **Completed** status until we have verified the request has been completed to the customer's satisfaction.

BMC Service Request Management

john doe45

[Cart](#) [Refresh](#) [Logout](#) [Help](#)

Search

Navy Marine Corps Intranet (N

for

View Broadcast

Submitted Requests

Submitted Requests

Submitted Requests

Show All Open Requests Service Cart

1 entries returned - 1 entries matched

david.wilson@cnihelp.com

Request ID	Request Name	Status	Status Reason	Submit Date
REQ000000031365	Activate NMCI Wall Drop	Planning		8/5/2009 2:16:32 PM

Request Summary

Request Status : Planning

Request Description : A NMCI Wall Drop in an office needs to be activated for use.

Activity Log :

Add Activity Log Details

Request Details Complete Request Cancel Reopen

Needs Attention 0

Drafts 0

Since Last Visit 0

Open Requests 0

Quick Picks

Knowledge Management

Action Menu

Service Categories

User Preferences

Answer Surveys

Suggestion

Request On Behalf Of...

Commander Navy Installations Command Support Center

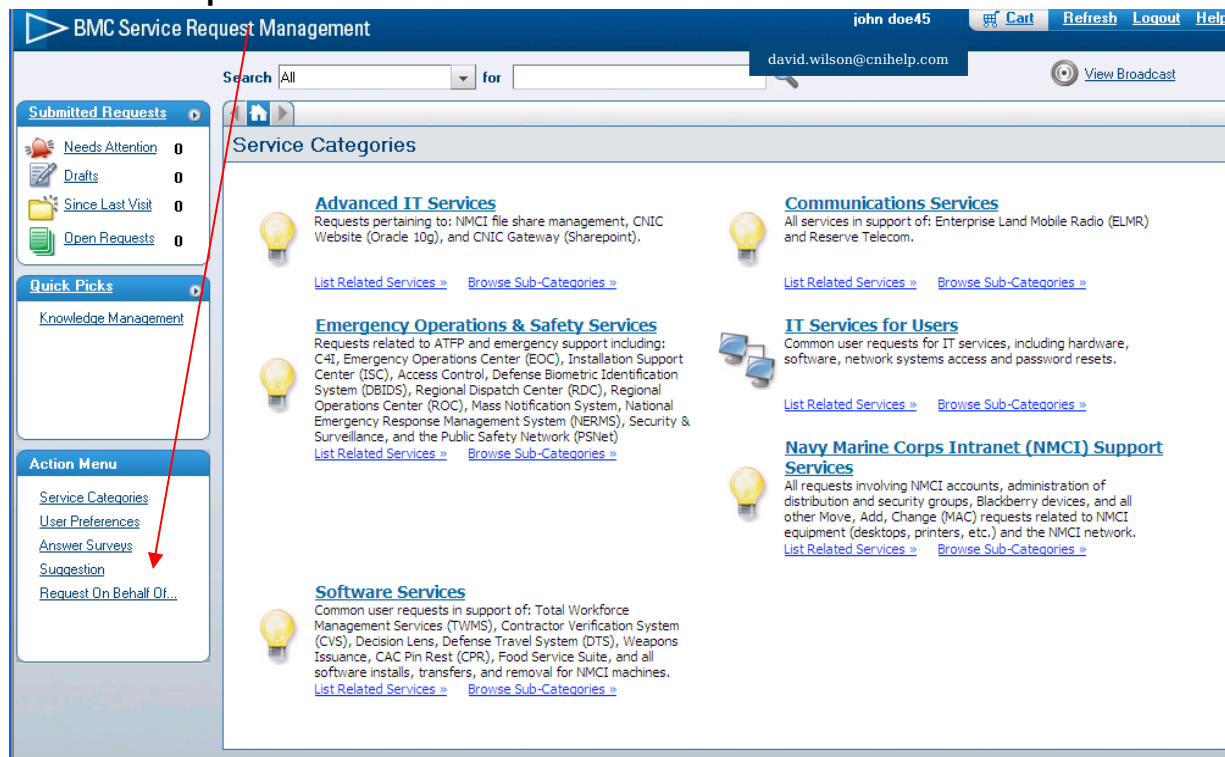
Fast, Friendly and Efficient

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Service Request Management

- Request on Behalf Of
 - Users may submit a request on behalf of another user
 - To do this click “Request on Behalf Of”





Service Request Management

- You must search for the user you want to Request On Behalf Of
 - When search results appear click on the correct user, then click “Select”
 - Verify user information (Name, Region, Site Group, Site)

On Behalf Of Selection

Search Criteria

Organization Information

Company

Organization

Department

Location Information

Region

Site Group

Site

Person Information

First Name

Last Name

Full Name

Search

Clear

Select a user to act *On Behalf Of*

Table has not been loaded

Remedy Log...	Full Name	Company	Department	Organization	Region	Site Group	Site
---------------	-----------	---------	------------	--------------	--------	------------	------

Select

Close

On Behalf Of Selection

Search Criteria

Organization Information

Company

Organization

Department

Location Information

Region

Site Group

Site

Person Information

First Name

Last Name

Full Name

Search

Clear

Select a user to act *On Behalf Of*

1 entries returned - 1 entries matched

Remedy Log...	Full Name	Company	Department	Organization	Region	Site Group	Site
brian.synnott	Brian M Synnott	CNIC - Comma...	NMCI & DNEN...	CNIC HQ	CNIC HQ	JKSP - CNIC S...	JKSP - N00052

Select

Close



Service Request Management

- After selecting the user you wish to Submit On Behalf Of you may proceed with submitting the request.
 - Notice that your consold shows who you are submitting on behalf of

BMC Service Request Management

Search All for

Submitted Requests

- Needs Attention: 0
- Drafts: 0
- Since Last Visit: 0
- Open Requests: 2

Quick Picks

- Knowledge Management

Action Menu

- [Service Categories](#)
- [User Preferences](#)
- [Answer Surveys](#)
- [Suggestion](#)
- [On Behalf Of Self](#)

Service Categories

- Advanced IT Services**
Requests pertaining to: NMCI file share management, CNIC Website (Oracle 10g), and CNIC Gateway (Sharepoint).
[List Related Services >](#) [Browse Sub-Categories >](#)
- Emergency Operations & Safety Services**
Requests related to ATPF and emergency support including: C4I, Emergency Operations Center (EOC), Installation Support Center (ISC), Access Control, Defense Biometric Identification System (DBIDS), Regional Dispatch Center (RDC), Regional Operations Center (ROC), Mass Notification System, National Emergency Response Management System (NERMS), Security & Surveillance, and the Public Safety Network (PSNet).
[List Related Services >](#) [Browse Sub-Categories >](#)
- Communications Services**
All services in support of: Enterprise Land Mobile Radio (ELMR) and Reserve Telecom.
[List Related Services >](#) [Browse Sub-Categories >](#)
- IT Services for Users**
Common user requests for IT services, including hardware, software, network systems access and password resets.
[List Related Services >](#) [Browse Sub-Categories >](#)
- Navy Marine Corps Intranet (NMCI) Support Services**
All requests involving NMCI accounts, administration of distribution and security groups, Blackberry devices, and all other Move, Add, Change (MAC) requests related to NMCI equipment (desktops, printers, etc.) and the NMCI network.
[List Related Services >](#) [Browse Sub-Categories >](#)
- Software Services**
Common user requests in support of: Total Workforce Management Services (TWMS), Contractor Verification System (CVS), Decision Lens, Defense Travel System (DTS), Weapons Issuance, CAC Pin Rest (CPR), Food Service Suite, and all software installs, transfers, and removal for NMCI machines.
[List Related Services >](#) [Browse Sub-Categories >](#)

After you have completed submitting "On Behalf Of" you must click "On Behalf Of Self" so that you may submit on behalf of yourself again

If you then wish to submit "On Behalf Of" another user you must re-click "Submit On Behalf Of"



Service Request Management

- Request Assignment
 - When requests are submitted via the Service Request Management console they are automatically assigned to a Support Group at the CNIC Support Center for processing
 - Requests are template based and filtered to the correct Support Group based on:
 - Type of request submitted
 - Location of Submitter and/or user Submitted on Behalf OF



Service Request Management

- Request ID Numbers

- There are different request ID numbers in Remedy. You may provide any of these numbers to a CNICSC Representative and they will be able to locate your ticket.
- Ticket numbers you will see:
 - REQ ID number – generated when a request is submitted through Service Request Management (SRM)
 - Will auto generate a CRQ ID number if SRM request was submitted for a MAC
 - CRQ ID number – generated when a request is submitted through Change Management by a CNICSC Representative
 - Also auto generated if a MAC request is submitted through SRM